



Rebecca Bennett

Room 1079  
1200 Peachtree St.  
Atlanta, GA 30309

September 19, 1997

Gary Romanick  
1960 W. Exchange Place  
Suite 410  
Tucker, GA

Dear Gary,

Thank you for the efforts this past week to clarify calculation methodology for the Attachment 12 measurements provided on September 15, 1997 for the performance month of August, 1997. This letter is to follow up on our September 16, 1997 discussion about the billing measurements. During negotiations, BellSouth did not agree to establish a billing returns feed, on the grounds that the historical quality of performance in packing and transmitting usage did not warrant the associated costs. In our conversation on September 16, BellSouth indicated that the measurement results from Section 4.3.1 and 4.4 of Attachment 12 would always be 100% as long as the usage passed BellSouth edits and BellSouth was create and transmit a data pack of usage. AT&T considers this calculation methodology inadequate to reflect the process measurement intent or reality.

Enclosed is information demonstrating repeated and significant occurrences of usage errors. AT&T requests that BellSouth agree to establish an ongoing feed for usage returns, with the operational details to be negotiated by our respective Subject Matter Experts. In the interim, AT&T will provide BellSouth with weekly error information. AT&T requests that BellSouth use the message errors from that information to calculate the numerator portion of the measurement referenced in Section 4.3.1. There is a joint operational team including Foster Haley and Barbara Dietsch working the usage recording problem list today. AT&T requests that BellSouth modify the service performance calculation methodology currently used by BellSouth, participate in additional operational negotiations, and put resource attention on this area as a service performance problem.

Currently, AT&T contacts BellSouth when a data pack is unable to be processed, per the format defined in Attachment 7, Appendix 2, Sections 4.4 and 4.5. For the Billing Measurement described in Section 4.4 of Attachment 12, AT&T requests that BellSouth count all occurrences which required a re-transmission of a data pack as a data pack error, and calculate in the algorithm accordingly. During my vacation, please contact Pam Nelson by September 25, 1997 to schedule a working session on Recorded Usage accuracy.

Sincerely,

A handwritten signature in cursive script that reads "Rebecca Bennett".

Cc: Pam Nelson, Sue Ray, Jan Burris, Margaret Garvin

**Ray, Sue**

**From:** Dietsch, Barbara, BGCM BGCI  
**Sent:** Wednesday, September 17, 1997 3:21 PM  
**To:** foster.haley1@bridge.bst.bls.com  
**Cc:** Klimczak, Claudette, BGCM BGCI; Ray, Susan D, NLIAM  
**Subject:** Status Requested

9/17/97

**To:** Foster Haley  
BellSouth Interconnection Svcs  
**From:** Barbara Dietsch  
AT&T  
Billing & Industry Relations

Foster,

Since our Friday call has been postponed until the afternoon of Monday 9/22, please provide a status of the following, prior to that call.

The latest Usage Matrix was forwarded to you on 9/9/97, no updates and/or completed pages have yet been returned. It is imperative that this data be completed and returned as soon as possible. The data for the states of Georgia and Florida is required immediately; if necessary the balance of the 7 BellSouth states can be returned after that time.

I received the N11 data you compiled for the state of Georgia. Please provide an explanation of the entity ID associated with each service. If these services are different in each state, please provide like information by state, and a separate page 7 of the usage matrix by state.

The correction eliminating the rating of Directory Assistance and DA Call Complete messages (rec'd on 9/15 file), along with the receipt of erroneous cancel messages was scheduled to be implemented on 9/15. Please provide a status of these issues. (15 erroneous cancel messages received on 9/15 file)

Florida (407 NPA) usage continues to be received on the Daily Usage File, and TSR test calls are not being made in the 407 area of Florida. Please provide a status of the edit which BST was to put in place.

The 9/15 file contained three rated 010116 ISP messages (976), however, it also contained 3 duplicates of these messages as 100131 unrated messages. These messages were dated 9/11/97, from number 404-288-4585, to number 404-976-8255. Please investigate.

As of the 9/15 file, 511 usage is unrated and 211 usage is being received.

Please provide status of messages received with 1B module. (messages are rated, 010101, operator, collect)

There are currently 363 messages which would have been returned to BellSouth, for invalid modules, invalid record ids and insufficient billing data, etc.. As we discussed on our last call, either a returns feed with an associated wholesale bill credit, or a formal paper claims process must be negotiated. Rather than wait for our next scheduled

call, please let me know as soon as you receive a response on this issue.

If you have any questions or comments, please feel free to contact me on (732) 805-1467.

Usage Matrix (specific matrix issues attached)

- 4/22 usage matrix with state specific data requested from BellSouth
- 6/20/97 usage matrix with state specific data requested from BellSouth
- 6/27 updated usage matrix received - state specific data not included  
clarifications not noted on matrix
- 7/07 usage matrix with state specific data requested from BellSouth  
BST committed changes not noted on matrix
- 7/11 updated matrix received - state specific data, as received verbally, not included  
BellSouth committed changes not noted on matrix
- 7/18 state specific data is required immediately -
- 7/25 BST has committed to provide updated and state specific data on a usage matrix  
As Soon As Possible
- 8/04 BST will provide GA and FL state specifics, with additional 7 states to follow. Absence of this updated,  
corrected, state specific matrix is hindering AT&T's ability to provide accurate local service
- 9/02 Revised matrix being faxed by Foster Haley to Barbara Dietsch
- 9/05 Advised BellSouth that usage matrix is still not complete, and updates are not accurate.  
AT&T will issue a new usage matrix to BellSouth; This matrix should be completed by BellSouth  
and will be maintained and updated by AT&T upon mutual agreement of issues.  
This matrix will be forwarded to BellSouth in 2 to 3 business days.
- 9/12 New Usage Matrix was forwarded to BellSouth on 9/9. As per BellSouth the usage matrix is being  
completed. AT&T requested the completed matrix, with all available per state data, be completed  
and returned in one week.

Information Service Provider  
976 and 511

976

- 5/97 BellSouth has agreed to provide these messages via a rated 010116 record
- 7/25 This portion of this issue will be formally closed when AT&T receives 976 usage as rated 010116 records.
- 8/11 Matrix correction to be received ASAP
- 9/02 Matrix reflects 010116 correct record; however, will not be implemented until approved by BellSouth Regulatory
- 9/05 AT&T is not in agreement with the statement made by BellSouth on 9/02. BellSouth agreed, as per 5/97 status, to provide these messages via a rated 010116 record. Also, Attachment 7 Section 3.1 (page 3) of the Interconnect Agreement states that BellSouth will provide rated Information Service Provider usage.
- 9/12 This issue was escalated in the negotiation stages of the Interconnect Agreement, and BellSouth agreed to provide rated ISP usage. This issue was again escalated, when BellSouth made no progress in correcting the ISP usage being received on the DUF; BellSouth again agreed to provide rated ISP usage. This issue is again being escalated.

511

- 5/29/97 BST requested they provide a rate table for AT&T to rate 511 ISP messages - AT&T declined
- 6/97 BST was notified that the Interconnect agreement states that BST will provide all ISP messages rated BST agreed to rate 511 messages and forward them on 010116 records
- 6/16/97 N11 (511 in GA) usage is received as unrated 100118 records (should be rated 010116)
- 6/23/97 Usage continues to be received as unrated 100118 records
- 7/09/97 Usage continues to be received as unrated 100118 records
- 7/15/97 Usage continues to be received as unrated 100118 records
- 7/18/97 BellSouth (Steve Schmidt) notified me that (as per Shirley Wilcox) incorrect information was provided to AT&T and N11 messages will be sent as 010118 records. BST has decided that this type of message is abbreviated dialing not ISP. AT&T stands by the position that this type message is an Information Provider.
- 7/18/97 BST was notified that this is unacceptable, AT&T has not made special provisions to accept these messages as 010118 records, as per BST's 5/97 notification that these records would be received as rated 010116 records.
- 7/25 BST has stated that the corrections to the Record ID will be implemented by end of next week, also being worked by BST is the rating process to rate all 010116 records. BST was notified that AT&T would like this implemented with the Record ID correction, by 8/1/97.
- 8/04 BST stated that Record ID and rating corrections were processed effective 8/01/97.
- 8/05 The above stated corrections were processed on Monday 8/04, and should be reflected in usage dated 8/05 on.

Information Service Provider  
976 and 511 (cont'd)  
511 (cont'd)

- 8/06 511 messages are being received as unrated 10 01 16 records. BST has agreed to send these messages as rated 01 01 16 records.
- 8/11 As per BST, Record ID correction was scheduled to be completed by 8/05. These messages are being received as 10 01 16 records. Rating of these messages is still being worked by BST.
- 9/02 Will not implement 010116 record format until approved by BellSouth Regulatory
- 9/05 AT&T is not in agreement with the statement made by BellSouth on 9/02. BellSouth agreed, as per 6/97 status, to provide these messages via a rated 010116 record.  
As per the 7/25 status, BellSouth stated that a correction to the Record ID was being worked and also a correction to the rating process was being worked to rate 010116 records.  
As of the 8/06 status, 511 usage was being received as unrated 100116; BST agreed to send these messages as rated 010116 records.  
Also, Attachment 7 Section 3.1 (page 3) of the Interconnect Agreement states that BellSouth will provide rated Information Service Provider usage.
- 9/12 BellSouth agreed, in 6/97, to provided 511 messages as rated ISP messages. This issue was escalated, when BellSouth made no progress in correcting the ISP usage being received on the DUF; BellSouth again agreed to provide rated ISP usage.  
This issue is again being escalated.

#### Unidentified N11 usage

- 7/25 811 messages have been received on the usage file. The BST usage matrix states that 811 service is not available.
- 8/04 Additional 811 message has been received. BST is not aware of 811 usage. BST is investigating 211 usage has been received on the usage file. As per BST, 2 is not a N11 optional number. BST is investigating.
- 8/06 Still receiving 811 & 211 messages. Usage is being received as ISP usage (10 01 16 records)
- 8/11 AT&T investigated these unidentified N11 messages. 211 is an Information Line free call. These messages should not be sent to AT&T. If sent they should be dropped and not rated.  
811 is a Date Line referral service. BST is investigating whether this is a per minute or per message rate; AT&T wishes to receive these messages rated.
- 8/12 Now receiving 311 usage as well as 211 & 811. Notified BST on 8/14, and requested investigation
- 9/02 Still investigating; expected 311, 511, & 711 but not 211 nor 811; will verify all N11s (by LATA ) and advise. If free calls will be dropped by BellSouth; if charges apply will treat same as 511 (with BellSouth Regulatory approval)
- 9/05 BST has agreed to forward, in writing, an explanation of all N11 usage. This information has been requested by state. Also, if charges apply AT&T expects BST to treat the usage the same as 511; which BST has previously agreed to forward as rated 010116 records.
- 9/12 BellSouth has agreed to forward explanations of all N11 usage. This information is to be provided for the state of Georgia, by 9/15, with data for the additional 8 states following.  
As of 8/11, AT&T's investigation found that 811 is a Date Line Referral Service, BellSouth is still investigating this.

## Directory Assistance

- 7/15 Some DA Usage is being received as 010132 records rated with a flat rate in the charge field. BST has determined that these customers in Macon are being served by Atlanta, and BST is treating the DA usage as rated intraregion incollects. BST has issued an internal work request to correct this issue. A BST commitment of 10/15/97 was given for this correction. 3 months for this correction is not acceptable, since AT&T is providing local service in this part of GA, a two week maximum commitment has been requested from BST.
- 7/25 BST is doing an internal work around to discontinue the rating of these DA messages. Completion of this workaround is expected in two (2) weeks.
- 8/04 Workaround not yet complete.  
Some DA usage shows Indicator 17 equal to 4 (BVD validated); BST is currently coding for correction
- 8/04 DA credit record has been received as 03 01 31 and should be 03 01 32. BST is investigating
- 8/11 Work around not yet complete for rating of specific DA messages  
BST found that Indicator 17 was being populated when not necessary on DA and other record types. Correction is being done for all record types, and will remove indicator 17 values from being populated on DA calls.  
BST continues to investigate the DA credit record of 03 01 31.
- 9/02 The 010131 record issue will be corrected by a workaround being tested now; plans are to implement by 9/15/97  
  
Indicator 17 equal to 4 issue still being investigated for correction
- 9/05 requested verification that 9/02 status referred to the implementation of a workaround to correct the receipt of rated 010132 records.  
receipt of a DA credit record as 030131 is still under investigation by BST.  
correction of indicator 17 being equal to 4, is still being investigated by BST
- 9/12 BellSouth provided no status on rated DA usage. As of 8/26, some DA usage continues to be received rated.  
BellSouth provided no status on the incorrect DA credit record, or the incorret population of indicator 17.



Directory Assistance  
Call Complete

Usage matrix BST stated that DACC messages would be forwarded as follows:  
100132 DA portion of call  
100101/31 actual msg with ind 24=3

If the call complete portion of the call is a local free, why will BST forward a chargeable msg

6/18 BST stated that DACC msgs would be forwarded as follows:  
100118 with ind 24=3 for DACC  
100101/31 with no value set in ind 24

Why will BST forward 100101/31 for a local free msg

6/26 updated usage matrix provided BST's correction of DACC messages as follows:  
100132 for DA portion of call  
100118 with ind 24=3 as call complete portion  
if toll call a separate 100101/31 msg will be sent (unmatched to DA/CC portions)

Issue Closed  
REOPEN

8/06 DACC messages from customers in Macon being served out of Atlanta (see DA issue), are being treated by BST as intraregion incollects and are being forwarded as rated messages.  
Will this be corrected when the DA records are corrected ?

8/11 System changes are required for the correction of this issue. BST is doing a work around until final correction of this error. Estimated date of implementation of the work around will be provided 8/13.

9/02 Work around currently being tested; implementation planned by 9/15/97

9/05 Awaiting 9/15 implementation of correction.

9/12 As per BellSouth, 9/15 implementation is expected.

## Star Features

- 7/96 BellSouth committed to send this usage to AT&T as unrated 425001 records, with a distinguishing value in position 172.
- 6/16 Usage for 3Way Calling was received from BellSouth as rated 010101 record with no value in position 172.
- 6/20 BellSouth committed to correct this situation by 7/1/97.
- 6/30 Usage for Return Call was received as a rated 425001 record with no value in position 172.  
3 Way Calling not yet corrected.
- 7/09 3 Way Calling and Return Call were both received as 425001 records with a correct value in position 172, however, messages were still rated
- 7/15 Star Features sent with correct record ID, with correct value in position 172, however, these messages continue to be received rated
- 7/25 BST has committed to discontinuing the rating of these messages by the end of next week.  
State specific data in reference to Star Features has been requested As Soon As Possible.
- 8/04 BST stated that corrections to rating of these messages were processed 8/01.
- 8/05 BST corrections were processed on 8/04, corrections should be reflected in usage dated 8/05 and later.
- 8/06 42 50 01 records are received unrated with a value populated in position 172.

Issue Closed

Not discussed on 9/02 call with BellSouth

## Erroneous Usage

- 8/06    rated 01 01 01 records    Operator Station Collect/Inmate Calls  
Operator Assisted  
AT&T expects to receive these messages as unrated 10 01 01/31 records
- 8/11    BST investigating, message seems to be handled as rated incollect.
- 8/06    rated 51 50 01 record    50 is not a valid group for a category 51 record  
a summary rated cancel record is questionable
- 8/11    BST investigating whether a charge record is associated with this cancel record.  
BST also investigating the use of a group 50 (summary record) as a cancel billable record
- 9/02    Rated 010101 records issue will be corrected by fix currently being tested which is planned  
to be implemented by 9/15/97
- Rated 51 50 01 issue still being investigated
- 9/05    Awaiting 9/15 implementation of correction. (rated 010101 records with invalid modules)  
awaiting status on rated 515001 record
- 9/12    9/15 implementation is still expected for correction of rated 010101 collect calls.  
These messages, treated by BellSouth as incollects, have been received with invalid modules.  
Upon implementation of the rating correction, further investigation can be done on the  
invalid modules.  
No status is yet available on the 515001 erroneous record. AT&T has requested BellSouth investigate  
any credits associated with 425001 records.

## **Header/Trailer Records**

BST has agreed to forward header and trailer records using a 202001 and 202002, as requested in AT&T's requirements

BellCore has agreed to standard header and trailer record ID's of 202401 and 202402

- 6/18 BST has agreed to implement the BellCore standard header and trailer record Ids  
implementation date not yet available
- 6/27 BST has provided an implementation date for 2024XX header trailer records of 9/97
- 7/25 This issue will be formally closed upon the implementation of the 2024XX records

Not discussed on 9/02 call with BellSouth

- 9/05 AT&T must have the implementation date for the new H/T records two weeks  
prior to implementation. Request BST provide this date in writing.
- 9/12 AT&T notified BellSouth of the criticality of being provided an implementation at least  
2 weeks prior to implementation.

## ISP Taxes

- 5/29 BST is forwarding ISP messages to AT&T rated, will BST Calculate and Remit the following taxes on these messages?  
Sponsor Tax  
End User Tax
- 6/18 BST is not aware of a sponsor tax  
BST is investigating whether state tax will be applied by BST at rating
- 7/07 BST still investigating
- 7/18 This information is required immediately - if BST is rating ISP messages, will end user taxes be calculated at rating ? Will BST remit these ISP taxes ?
- 7/25 BST does not yet have any additional information of the taxing of ISP messages
- 8/04 Rating of ISP messages should be reflected in usage dated 8/05 and later. BST will verify whether their rating process is taxing these messages.
- 8/11 Fix has been implemented to correct the ISP record ID, however, the fix has not yet been implemented to begin rating these messages; BST believes that taxing will be automatic with their rating process.  
BST will verify all ISP tax processes with their internal strategy organizations.
- 9/02 Waiting on BellSouth Regulatory Approval for providing rated ISP messages; taxes will be included if rated
- 9/05 As stated in status of ISP issue, the rating of these 010116 ISP records has previously been agreed to by BST.  
AT&T requires verification that taxing of these messages will be automatic with the rating process.
- 9/12 This issue is escalated with all ISP rating issues.

**900 vs 976**

- 5/29 Will AT&T encounter blocking restrictions on ISP message?  
Can Separate blocks be applied for 900 and 976 messages**
- 6/18 BST still investigating the possibility of separate blocks**
- 6/27 BST can apply separate blocks to 900 and 976 messages**
- 6/30 LFT requested this be reverified with BST**
- 7/07 BST still investigating**
- 7/18 Contrary to information previously supplied by BST - separate 900/976 blocking is not available in GA  
BST is verifying the availability of separate 900/976 blocking in FL and AL**
- 7/25 Separate blocking for 976 is available in FL and AL.**
- 9/05 No status for the balance of the 7 states.**
- 9/12 Separate block is not available for GA. Status required for balance of 6 states.**

## **TSR vs UNE Indicator**

**BellCore has approved the use of Indicator 4 to differentiate TSR from UNE usage.**

- 7/25    BST has not begun populating Indicator 4.  
Steve was not aware that this Indicator was a BellCore approved standard, and will investigate an implementation date.**
- 8/04    BST has committed to implement the use of Indicator 4 to differentiate TSR and UNE usage.  
Implementation date is currently ASAP.**
- 8/06    Indicator 4 is not yet populated.**
- 8/11    BST will implement Indicator 4 after final approval of BellCore, and issuance of updated EMR format**
- 9/08    AT&T will request BST implement Indicator 4 prior to BellCore's issuance of updated EMR format.  
If required by BST, AT&T will provide written BellCore documentation of the acceptance of Indicator 4 as standard.**
- 9/12    AT&T requested BellSouth's immediate implementation of Indicator 4. BellSouth requires internal approval prior to implementation. Response has been requested As Soon As Possible.**

## Florida/North Carolina Usage

- 7/25 Florida usage has been received on the TSR usage file, which should consist only of Georgia usage at this time.
- 8/04 Florida usage continues to be received on the TSR daily usage file, North Carolina usage is also being forwarded on the BST daily usage file.  
The accounts, for which FL and NC usage have been received, appear to BST as provisioned to AT&T local. AT&T has not yet provisioned account in FL or NC; BST is investigating why these accounts appear to be provisioned as AT&T local accounts, and if they are being billed by BST.
- 8/11 Florida usage was received from one number, BST records showed the OCN as AT&T but not the bill number. BST has corrected this, this usage should no longer be received by AT&T.
- 8/11 North Carolina usage was received from one number, BST records showed a bill to number and OCN reflecting AT&T. BST records have been corrected, this usage should no longer be received by AT&T.
- 8/14 Florida usage again appeared on the 8/12 and 8/13 usage files received from BST. Florida customer account number is 561-683-1208. BST has been notified and correction requested. Additionally requested BST take proactive measures to assure that this does not continue. AT&T has no means to return these messages to BST.
- 9/02 Service Order edits will be in place by 9/8/97 to correct messages being sent to AT&T when the customer is not AT&T's.
- 9/05 edit not yet in place.
- 9/12 Small amounts of Florida usage being received. Edit not yet in place.



### **Busy Line Verify/Interrupt**

- 9/02    **Busy Line Verification/Emergency Interrupt:** BellSouth agrees that in accordance with their tariffs BLV may be a stand along charge while EI must always include the BLV charge. BST is investigating if they combine the BLV/EI charge into one record - ovr expectation was to always receive an 010135 record (BLV) with an 010137 record (EI).
- 9/05    **BST investigating for verification**
- 9/12    **BST investigating for verification**

## Ga. County Wide Free Calling

9/02 BellSouth has advised that they will drop any local and/or intraLATA county wide calls that are free; no free calls will be passed to AT&T via local usage.

# ATTACHMENT 46

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RECEIVED OCT 28 1997



BellSouth Interconnection Services  
Suite 300  
1800 West Exchange Place  
Tucker, Georgia 30084

Contact 770 482-7537  
Fax 770 482-9412  
Pager 1 800 345-4848 Ext 1418356  
Internet Address:  
Margaret.Garvin@bridge.bellsouth.com

Margaret T. Garvin  
Sales Director  
AT&T Regional Account Team

October 28, 1997

Linda Mull  
AT&T  
Promenade II  
1200 Peachtree St.  
Atlanta, Ga. 30309

Dear Linda:

This is in response to your letter dated October 24, 1997 and our conversation with Sally Strain on Monday, October 27, about directory listings ordering. It is our intent to provide you with Phase 1 business rules, gaps in the Phase 1 and Phase 2 documents and have a meeting to discuss your questions and concerns after you have reviewed the information.

However, your request to provide all Phase 1 business rules and associated EDI examples by October 28, 1997 is unrealistic. As previously stated, our SMEs are working all the hours possible to provide you with this information. We will give you the first package of information on November 3, 1997, the next package on November 17 and the balance of information on November 28. A tentative date to meet with the SMEs is Monday, December 1, 1997.

It is BellSouth's goal to help AT&T migrate to a point where fewer errors are occurring on your directory listings orders. If you have questions, you may contact me at 770-482-7537.

Sincerely,

Margaret Garvin  
Sales Director

BellSouth Interconnection Services

Facsimile

From  
Department  
Address

**MARGARET GARVIN**  
AT&T Regional Account Team  
1980 West Exchange Place  
Suite 200  
Tucker, GA 30084

Telephone number  
Fax number

770-492-7550  
770-492-9412

To

**LINDA MULL**

Telephone number

Fax number

**706-838-4678**

Comments

If this fax is not received in good order, please contact the sender listed above.

Date

**10/29**

Total number of pages

**2**

10/29/97

TO: Pam Nelson  
Milford Stanley

FROM: Linda Mull

Attached is Margaret Garvin's response to my DL letter. The timeline suggested by BST is not acceptable AND they do not identify what information will be provided on each of the dates.

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RECEIVED OCT 28 1997



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October 24, 1997

Promenade II  
1200 Peachtree St.  
Atlanta, GA 30309

Margaret Gervin  
BellSouth  
1960 West Exchange Place  
2<sup>nd</sup> Floor  
Tucker, Georgia 30084

Dear Margaret:

In June of this year, AT&T and BellSouth met to discuss issues concerning the business rules for our Phase I implementation of Directory Listings ordering. In subsequent meetings and conference calls, AT&T and BellSouth have discussed various directory listings issues, including our Phase I implementation issues, the majority of which remain unresolved.

We discussed with you in our meeting on October 9, 1997, that AT&T believes BellSouth has inserted many of its Phase 2 expectations into the development of the Phase I Directory Listings interface between AT&T and BellSouth. Many of these Phase 2 (now BellSouth Phase 1) expectations have not been negotiated or agreed upon between our companies. As a result, even more rejections are occurring. Therefore, BellSouth must develop internal processes to accommodate, without rejection, AT&T Directory Listing orders where BellSouth has implemented Phase 2 business rules that AT&T does not plan to implement for Phase 1.

AT&T cannot accurately and efficiently order Directory Listings for its customers without receiving from BellSouth ALL outstanding business rules for the AT&T Phase I Directory Listings interface. We also require associated examples of how the EDI fields must be populated. During our telephone conversation on October 20, 1997, you stated that BellSouth will provide this information to AT&T in piece parts on the following dates: 11/3, 11/17, 12/1, and 12/15. This timeline is unacceptable.

We need to schedule a meeting as soon as possible between AT&T and BellSouth subject matter experts so that they can further discuss the issues addressed in this letter. Attached is a list of the items immediately requiring further information from, and discussion with, BellSouth. As is evidenced by the nature of the information attached, it is clear AT&T and BellSouth must quickly resolve these long outstanding Directory Listings issues as they are basic to the ordering of Directory Listings.

By October 28, 1997, please provide the following: (1) all not yet provided Phase I business rules and associated EDI examples as outlined in the attachment, (2) BellSouth's proposal for accommodating those AT&T Directory Listings orders where BellSouth has implemented Phase 2 expectations that AT&T does not plan to implement for Phase 1, and (3) BellSouth proposed dates for a two day SME meeting to discuss the items listed above.

Please call me on 706-838-4676 if you have any questions.

Sincerely,

*Linda L. Mull*

Linda L. Mull

cc: Tasba Ervin  
Milford Stanley  
Pamela Nelson  
Beverly Simmons  
Michael Cruz

## CRITICAL ITEMS REQUIRED FROM BELL SOUTH FOR STABILIZATION OF PHASE I DIRECTORY LISTINGS ORDERING

### PHASE I BUSINESS RULES / EDI EXAMPLES

- 1 ALL business rules for the Listed Name field which include formatting rules and identification of all elements to be included in listed name (e.g., double virgule, double parentheses, prefix titles, suffix titles, punctuation, capitalization, +, \*, semi-colon, comma, FIDS, sequencing, etc.) for Phase I.
- 2 ALL other (non-Listed Name field related) business rules for electronic ordering which were not agreed to for Phase I, but are expected by BST. These areas require understanding, negotiation and agreement as to handling.
- 3 Rules of precedence for Phase I agreed upon listed name codes.
- 4 Clarification as to what the listed name codes FSPL, SPL, JU and CML mean, rules of precedence, and examples of how this data is to be sent to BST.
- 5 List detailing all acceptable listed name code combinations.
- 6 Business rules for formatting AC and FAC options (If Busy Call, If No Answer, After Hours Call, If Extension Is Not Known, and Nights, Weekends) regarding capitalization, spacing, etc.
- 7 AT&T requires BST provide answer to when using optional listing type, and AT&T populates address in the listed address field, does BST need a virgule and what does the listed address field do at BST? In other words, does the LA field negate the need for /LA on optional/additional listings?
- 8 AT&T requires that BST determine if an order will reject that has either OAD or an address where an address is not available to the end user and if BST will reject an order that does not have an address where end user is entitled to an address.
- 9 BST to determine if space required before (PRE), after (PRE) or both.
- 10 Examples (both electronic and paper) detailing how AT&T is to send foreign directory sub-directory information.
- 11 Example of Children's listing number as ring master #. AT&T also requires example of children's listing as a plain vanilla listing. This is to address the use of PN vs. TN.
- 12 Business Rules and Examples of how to order listing where service observing equipment applies.



**PHASE 1 PROCESS AGREEMENT REQUIRED**

- 13 If orders with activity type of C are being processed today, AT&T requests that BST update the Phase I IG to reflect this. If orders with activity type of C are being rejected, AT&T and BST need to agree on process to handle these consumer orders.
- 14 AT&T requires that BST accept/not reject orders where Phase II instruction codes + and \* are not used. BST must accept capitalization as shown on orders (without \* to indicate capitalization). BST must accept suffix as shown on orders (without + to indicate suffix).
- 15 AT&T requires a workaround process until the listing instruction code (DST) can be implemented for cross reference and foreign cross reference listings. AT&T requires BST's agreement to use (1) as the interim (DST) indicator and not reject orders until DST is implemented. AT&T requires BST verify if an order will reject if the word following the instruction code (DST) is not "See".
- 16 Where list code is AC (Alternate Call), AT&T and BST agreed to send FNA as the USOC for business and NAB as the USOC for residence for phase I. Now BST requires that AT&T send a different USOC for AC's depending upon what text is selected for the AC. AT&T requires that BST not reject its orders for AC based upon non-use of Phase II USOCs for AC and that BST process AT&T's orders for AC with the USOCs agreed to for phase I (FNA and NAB).
- 17 AT&T requires that BST develop process for accepting wording for AC for other phrases than listed above (e.g., From 8:00 to 5:00) rather than require these phrases be sent as SPL. SPL not agreed to for phase I.
- 18 AT&T requires that BST provide the wording/phrases, formatting requirements, and the associated narrative description for all allowable special text directory listings.
- 19 BST to determine if AT&T can repeat the listed name field as many times as needed to allow information required for various listing types. AT&T's preference is to use a 99 continuation segment.
- 20 BST must develop a process to accept /DGN on AT&T residence orders (e.g., /DGN CPA) in lieu of + for professional degrees, suffixes and titles as /DGN was not agreed upon for phase I.
- 21 AT&T requires a 2 day meeting with BST to discuss and come to agreement on how to handle those items not agreed to for phase I. BST must have EDI and business rules representation at the meeting so that BST can immediately address AT&T's questions.